

# iPad Training – iOS 11

Device Setup, Apple IDs, and MobileIron

- The steps in the document have been provided to assist in:
  - Familiarizing you with the device
  - Going through the setup wizard
  - Installing required apps
  - Creating an Apple ID
  - Locating State Wi-Fi connections
  - Referencing supplemental information

**Welcome**

- iPad Training

- For the duration of this course it is **VERY IMPORTANT** that you follow all steps exactly as presented and that you **NOT** work ahead.
  - Not following the steps in the appropriate order can result in the need to enter credit information into the Apple ID system.
- Also, by not following the appropriate order, pre-provided applications may not download, or other required profile installations may not complete.
- **PLEASE** read all pop up and notification messages as you're setting up your device.

## Important Notes

- iPads give an excellent combination of performance and battery life.
- The iOS app store has a number of useful free applications that can be used.
- INDOT applications such as the Field Assistant and DamageWise have been written specifically with the iPad in mind.

## Why iPads?

- Productivity tools such as:
  - Voice dictation/recognition
  - Facetime video conferencing
- Citrix access via the Citrix Receiver App

**Why iPads?**

- Please review the following documents:
  - Mobile Safety Policy– [Link](#)
  - Cloud Storage Parameters – [Link](#)
- To get support:
  - Submit a helpdesk ticket via the Helpdesk Assistant on a PC
  - Contact the IOT Helpdesk at (317) 234-HELP (4357) or toll free at (800) 382-1095.
  - Do **NOT** take your device to its wireless provider or to an Apple retailer or repair provider. All hardware issues need to come through INDOT MIS.

## **Mobile Safety, Cloud Storage, and Device Support**

- iPads have minimal hardware buttons, the two most important shown below:



## iPad Hardware

- The Power Button
  - 1 press to wake/sleep
  - Long press to shut off
- The Home Button
  - 1 press to go to Home Screen
  - 2 presses to open task switcher
  - Long press to activate Siri
- Volume Controls
- Hardware switch, 2 functions (if equipped)
  - Mute device or
  - Prevent screen rotation

## iPad Hardware



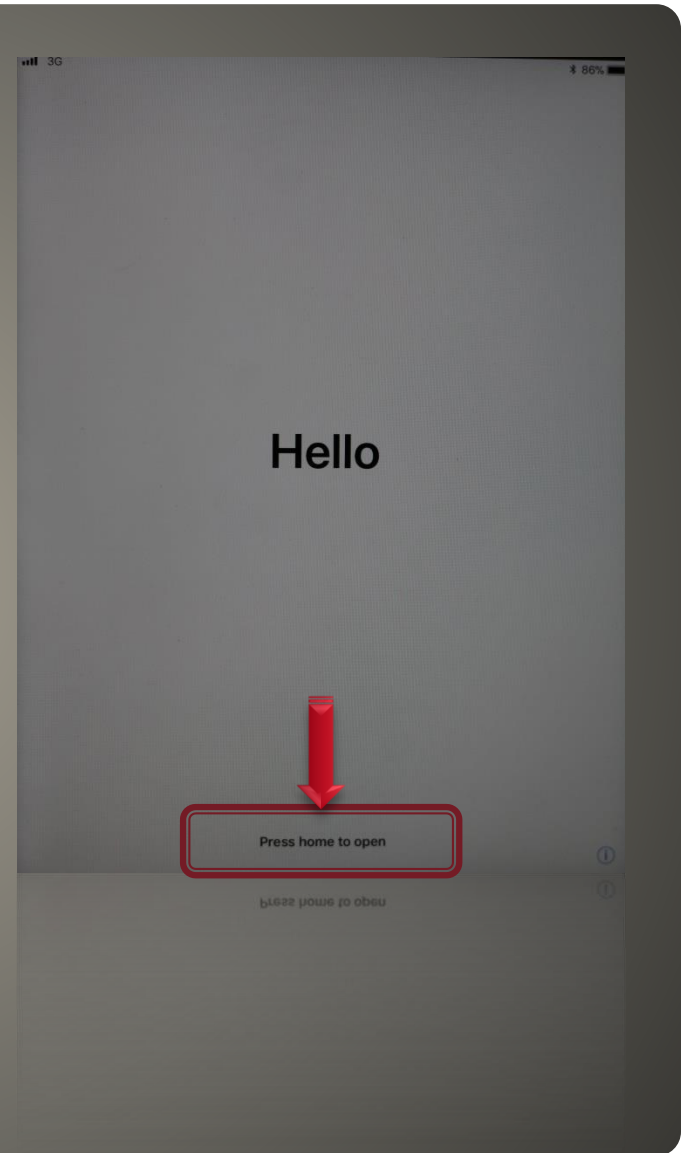
- One final reminder...
  - Please don't work ahead, or tap any messages without reading them fully.
  - During the setup process, you may be prompted to enroll in iCloud, do NOT do so.
    - iCloud is cloud storage barred by the IOT IRUA Agreement – [Link](#)
    - Cloud Storage can be acquired via EMC Syncplicity. Submit a Helpdesk ticket to IOT to acquire an account for this application.

## Setting up the iPad

- When you receive your iPad, it may be setup as a new device.
  - You will have to navigate through the initial setup wizard.
- The following steps may have been completed as part of the device return process.
  - If so, the Setup Wizard can be skipped and you can proceed directly to the application download and Apple ID creation steps.

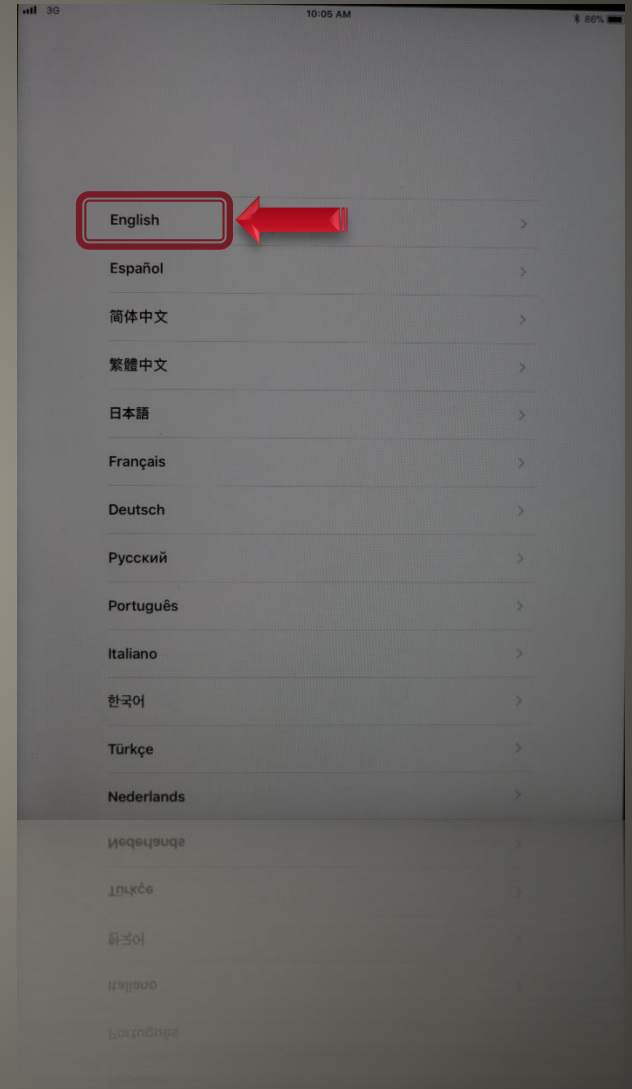
## iPad Setup

- The Hello screen
  - This is the first screen you'll see.
  - Slide across the bottom where shown to continue.



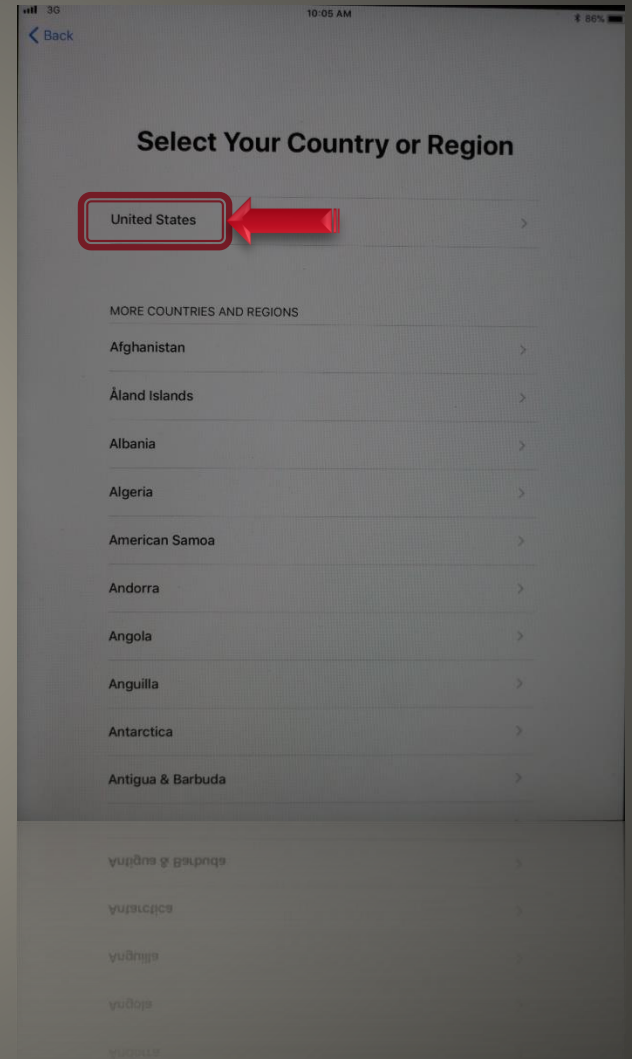
# iPad Setup Wizard

- Language Selection
  - Select English to continue.



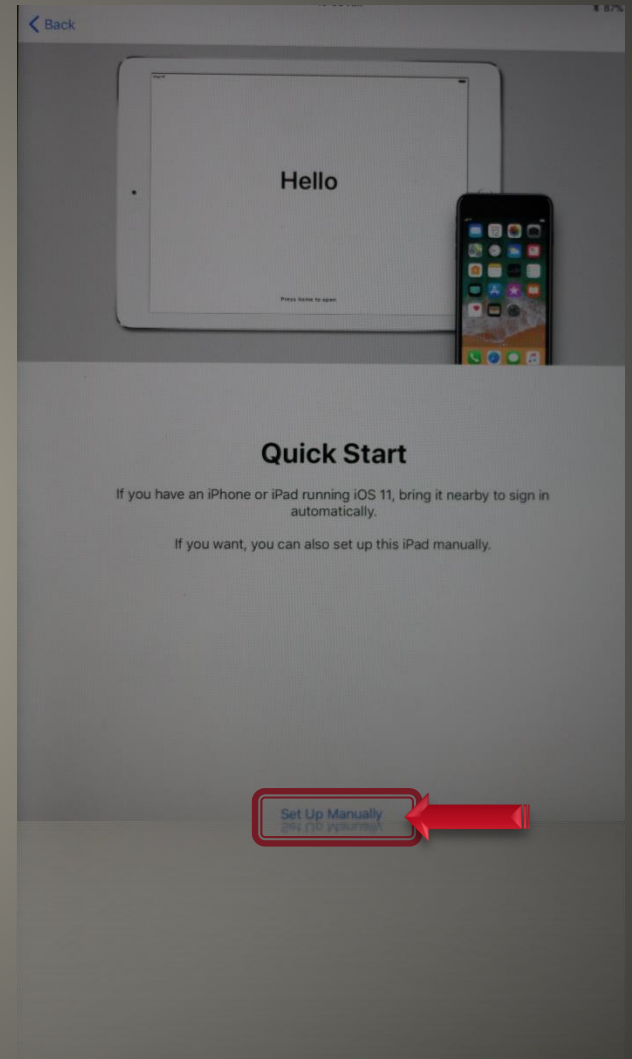
# iPad Setup Wizard

- Region Selection
  - Select United States to Continue



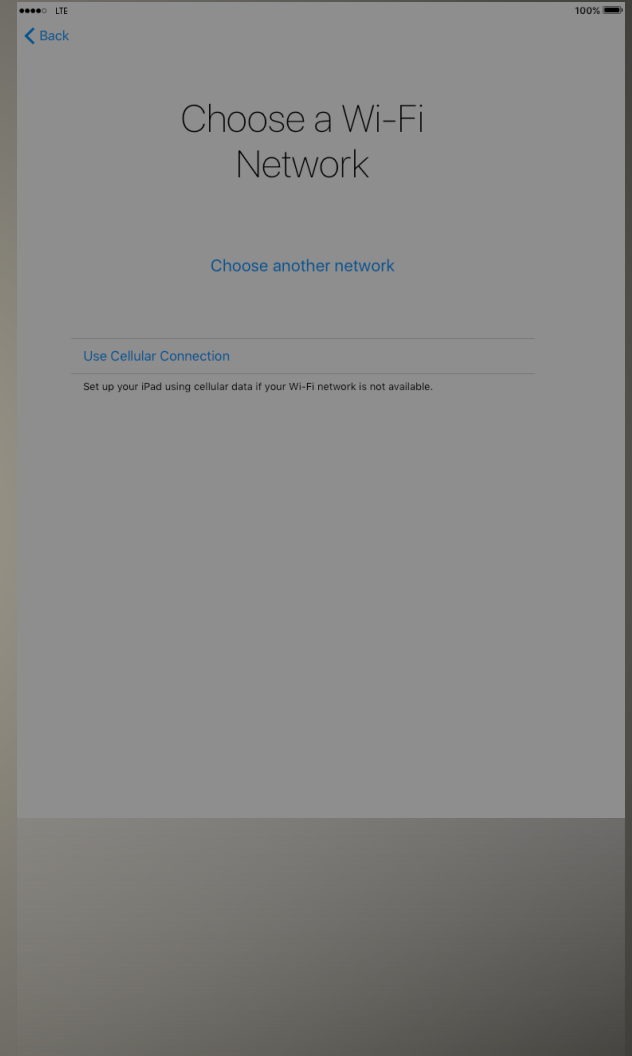
# iPad Setup Wizard

- Quick Start
  - iOS 11 can bring settings forward from another device. For our process, please select “Setup Manually”



# iPad Setup Wizard

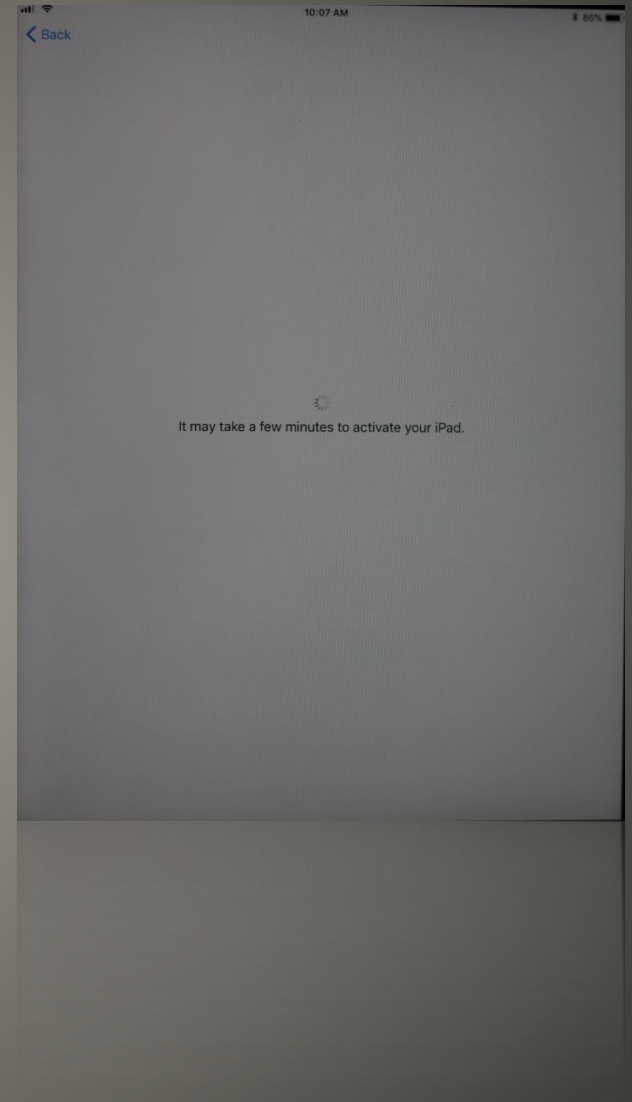
- Wi-Fi Network Selection
  - Select Use Cellular Connection if enabled or
  - Connect to an available Mi-Fi
  - DamageWise users, use Indiana Public Wi-Fi if neither of the above are available.



# iPad Setup Wizard



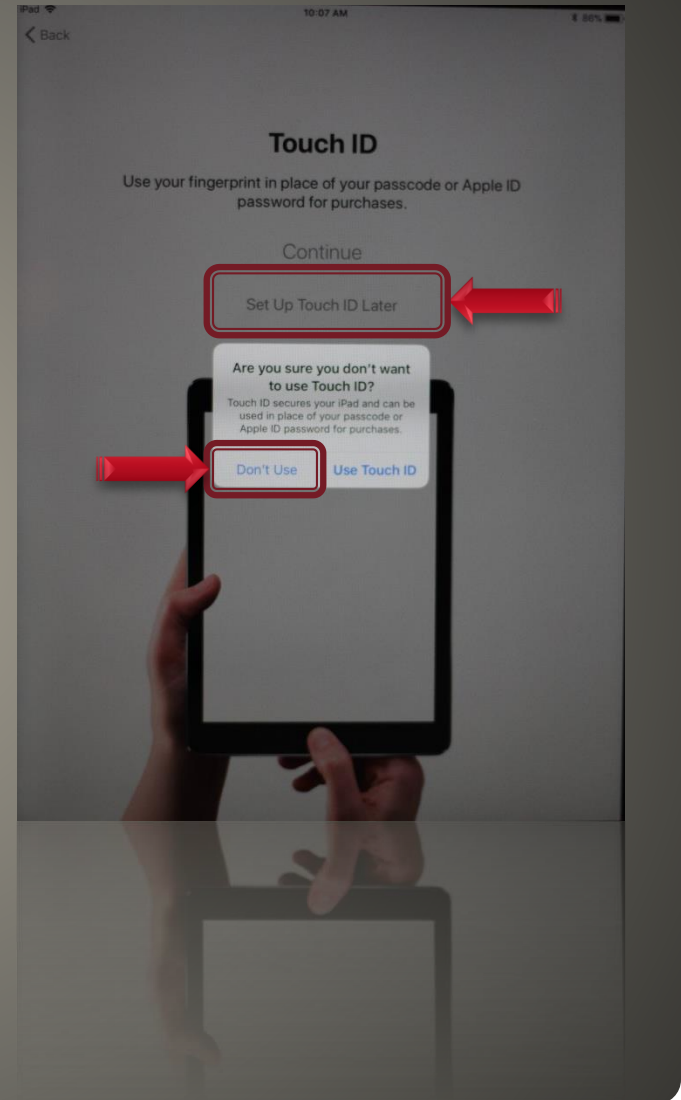
- Device Activation
  - Once connected, the iPad will perform it's automated activation. This may take a few minutes to complete before allowing you to proceed.



# iPad Setup Wizard

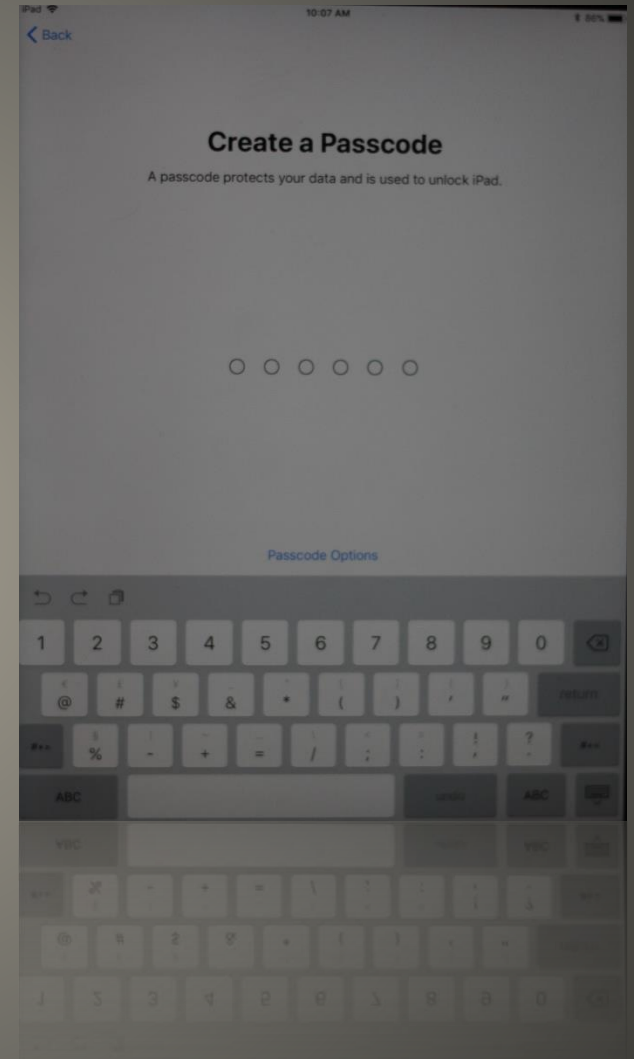


- TouchID
  - Newer iPads come equipped with fingerprint sensors. These can be used in conjunction with a pin, however this method is not directly supported. Please select Setup Later and Don't Use as shown.



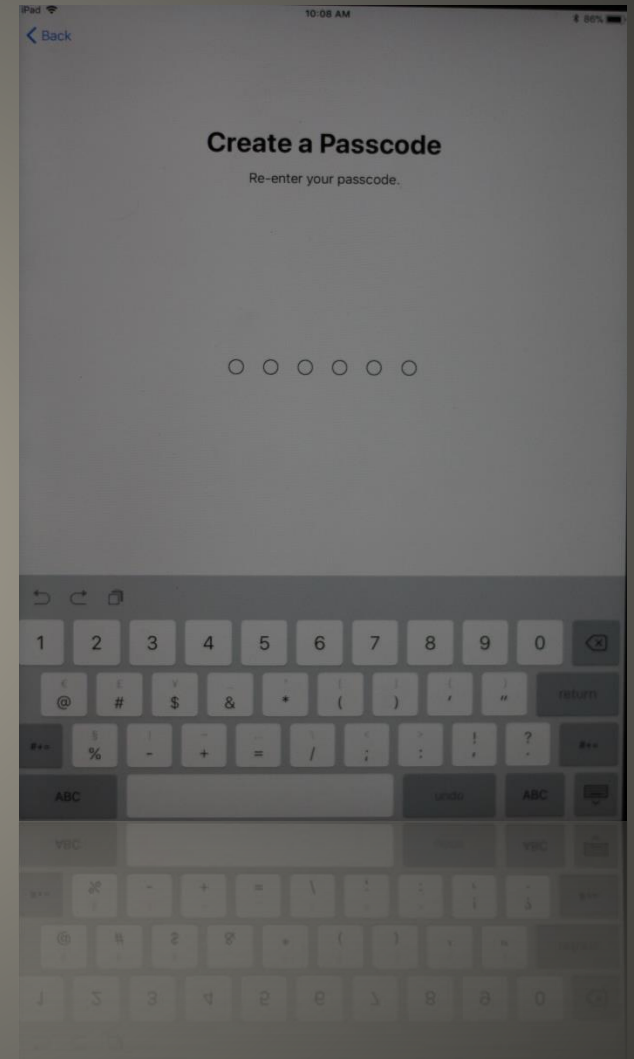
## iPad Setup Wizard

- **Passcodes**
  - Enter a 4 or 6 digit passcode at this time.
  - This prepares your device for the MobileIron installation later in the setup process.



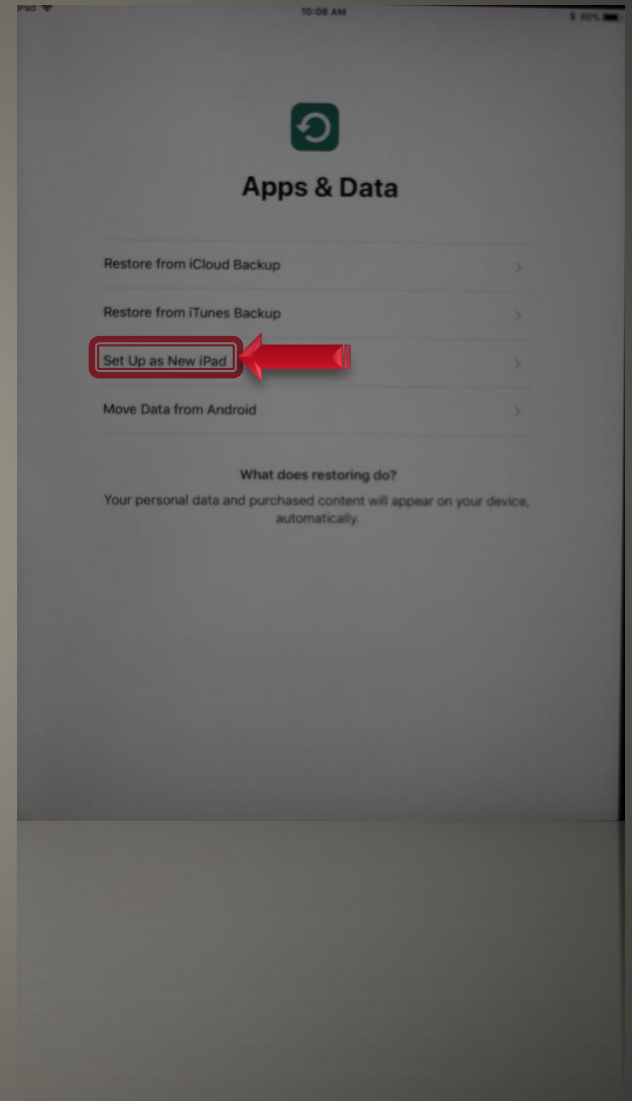
# iPad Setup Wizard

- Passcode Confirmation
  - After entering your passcode the first time, you'll need to enter it a second time to confirm.



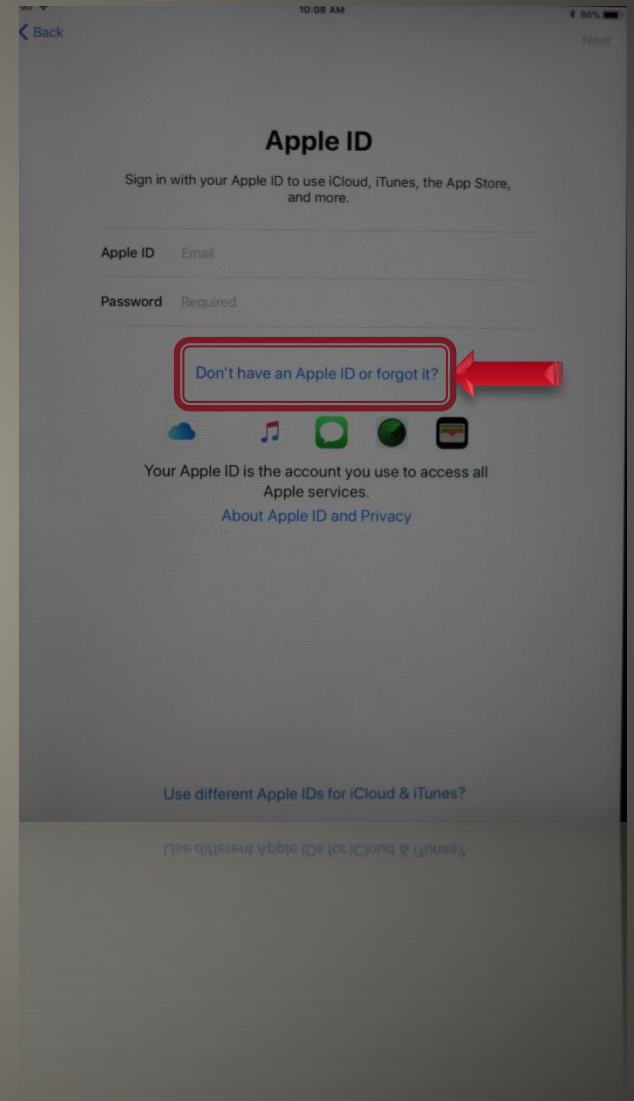
# iPad Setup Wizard

- Apps & Data
  - As your iPad is being setup as new, none of the restore options should be selected.
  - Tap the Set Up as New iPad option shown.



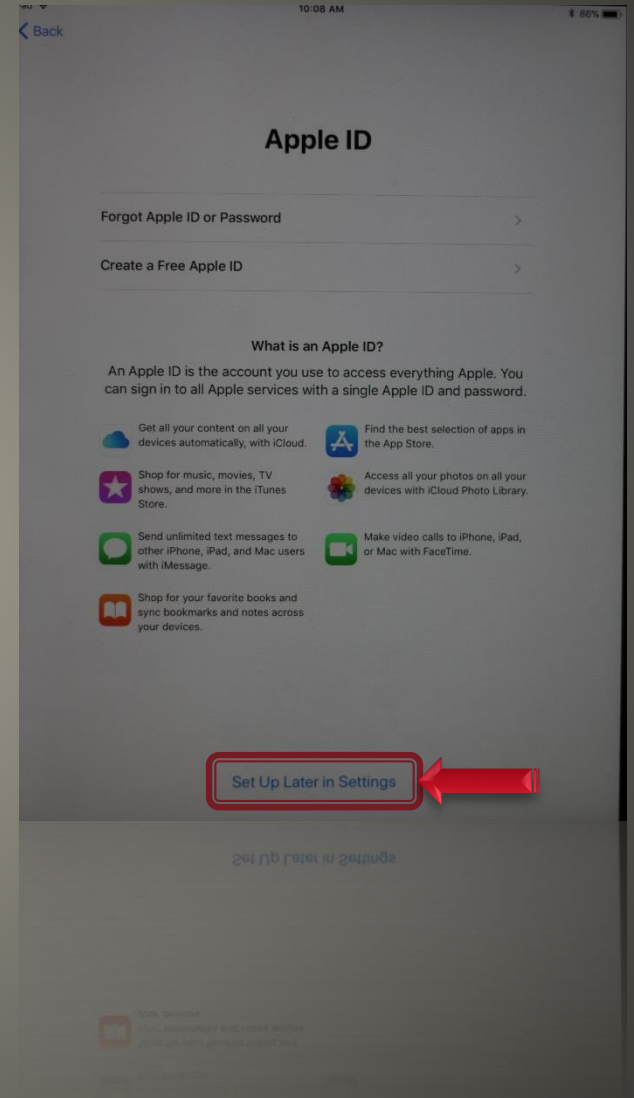
# iPad Setup Wizard

- Apple ID
  - If you've previously had an INDOT iOS Device and have an Apple ID using your @indot.in.gov email address you can enter it at this time.
  - If not, select Don't have an Apple ID or forgot it



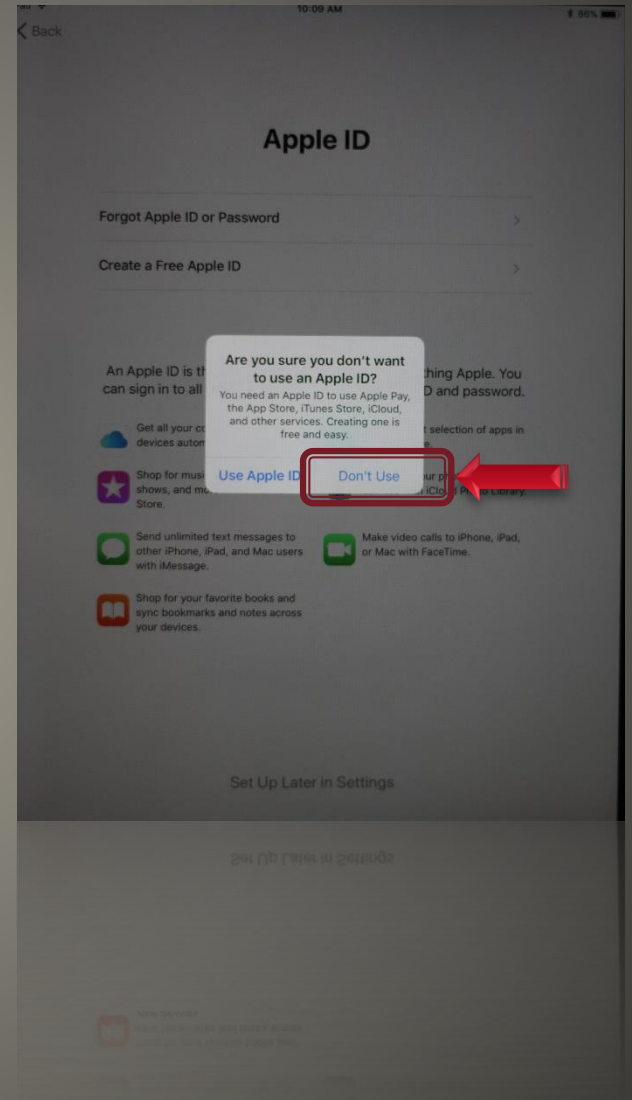
# iPad Setup Wizard

- Apple ID
  - Select the Set Up Later in Settings option.
  - Your Apple ID will be setup during the initial app download process.



# iPad Setup Wizard

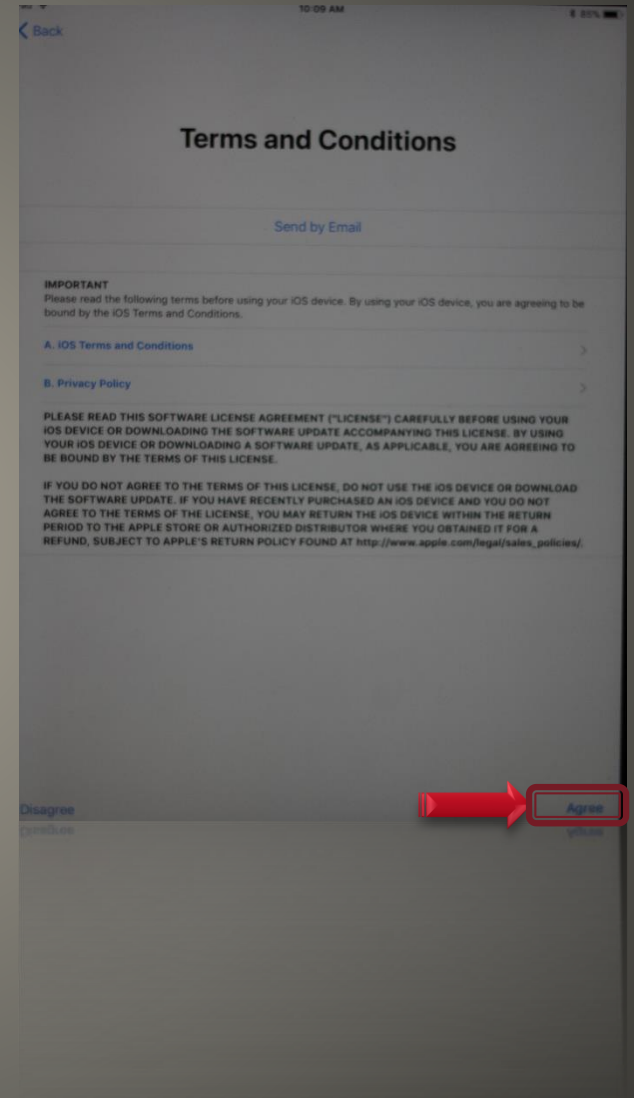
- Apple ID
  - To continue, select the Don't Use option.



# iPad Setup Wizard



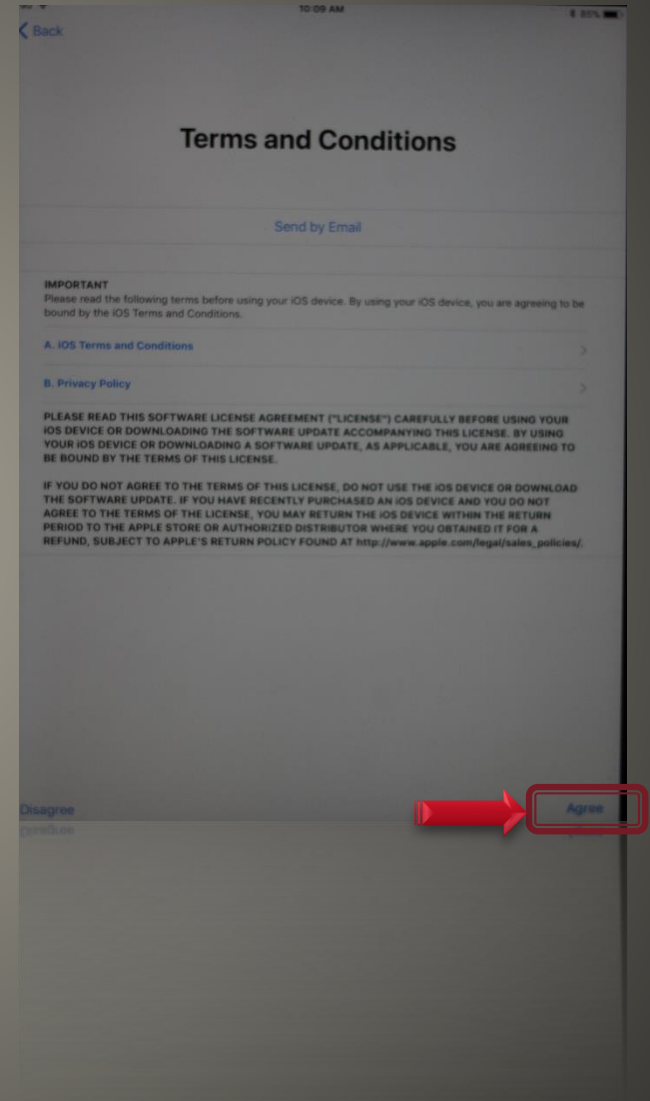
- Terms and Conditions
  - To continue, select Agree in the lower right.



# iPad Setup Wizard

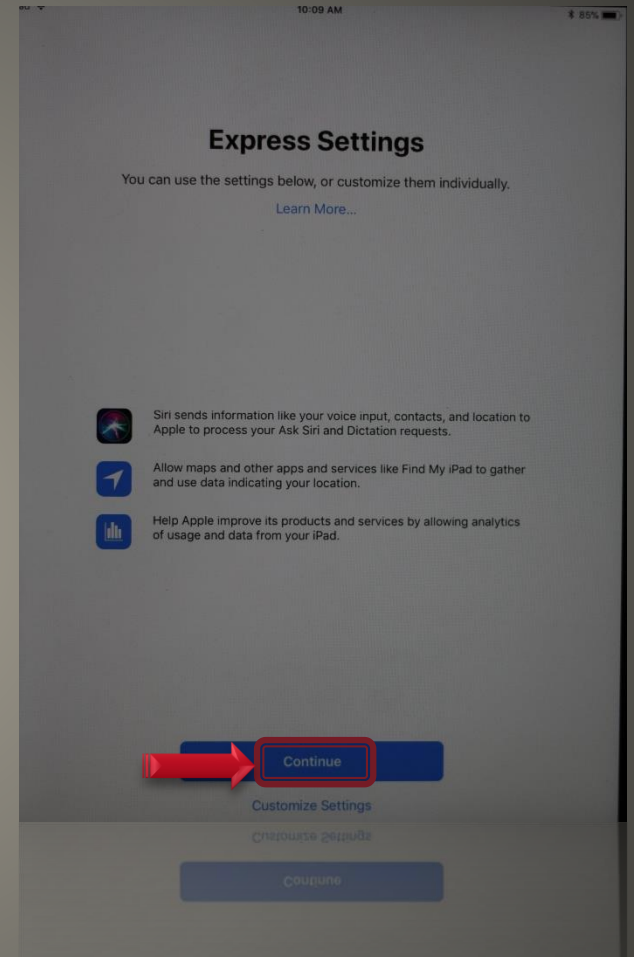


- Terms and Conditions
  - To confirm and continue, select the Agree button.



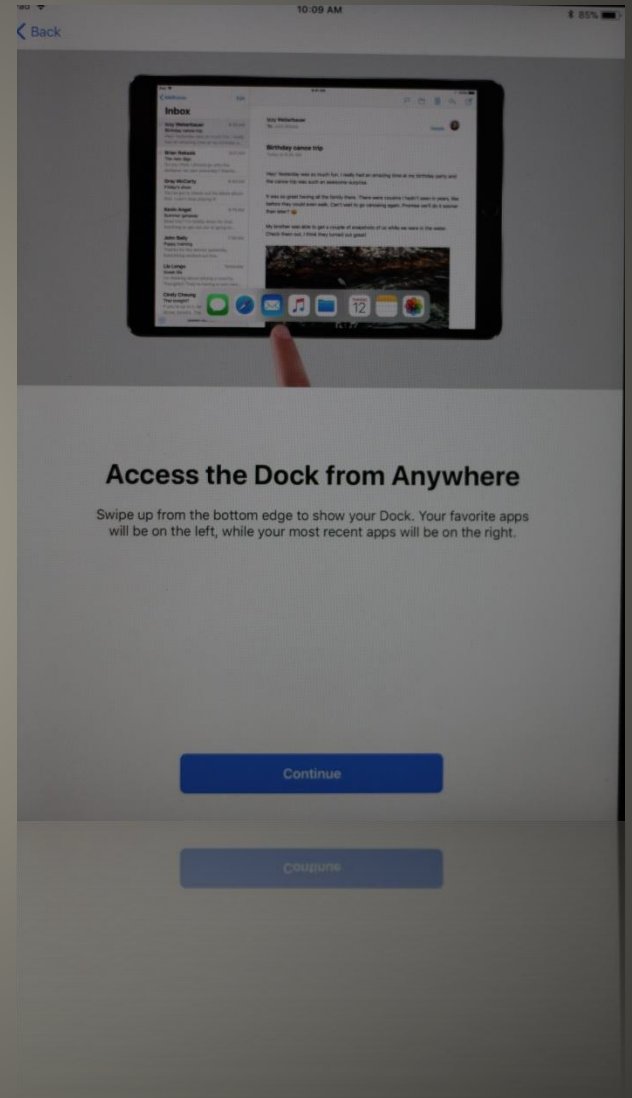
# iPad Setup Wizard

- Express Settings
  - iOS 11 has combined the following items into a single setup step:
    - Siri
    - Location Services
    - Data Usage
  - All of these are now allowed, select Continue.
  - This will enable all necessary settings



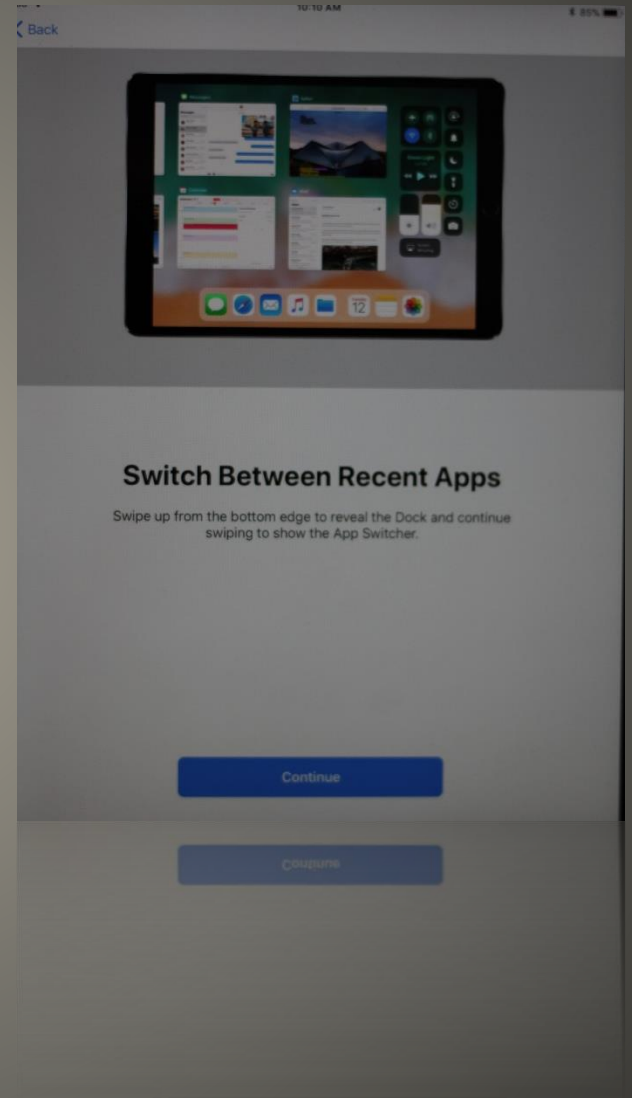
# iPad Setup Wizard

- New Features
  - You can now access the iOS dock from anywhere.
  - Swipe Up from the bottom edge of the screen.



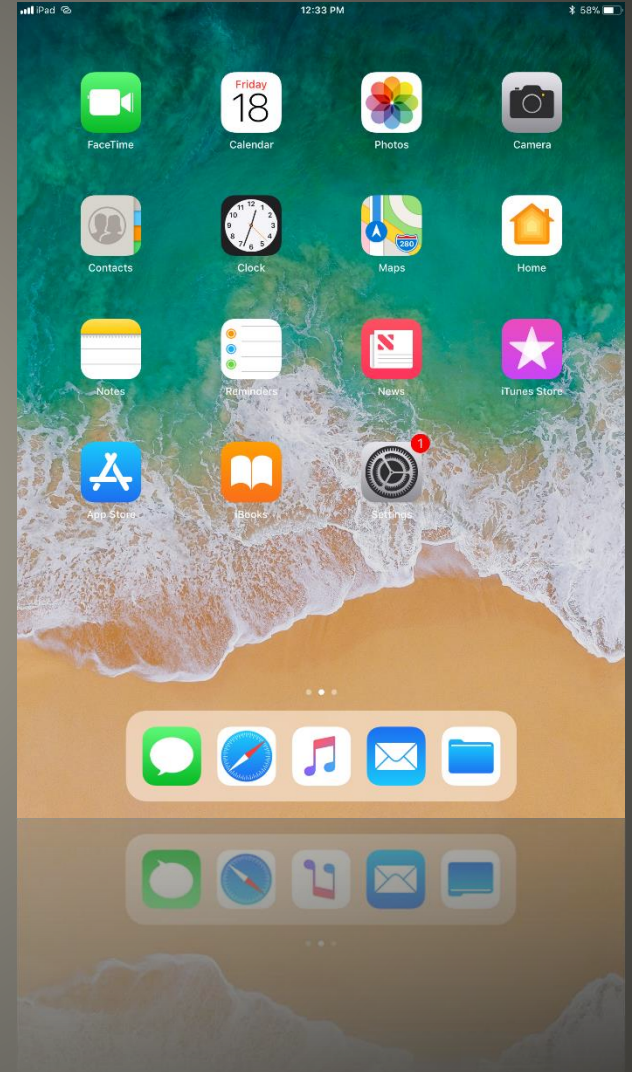
# iPad Setup Wizard

- New Features
  - App Switcher
  - Swipe up again after opening the dock, or double tap the Home button.



# iPad Setup Wizard

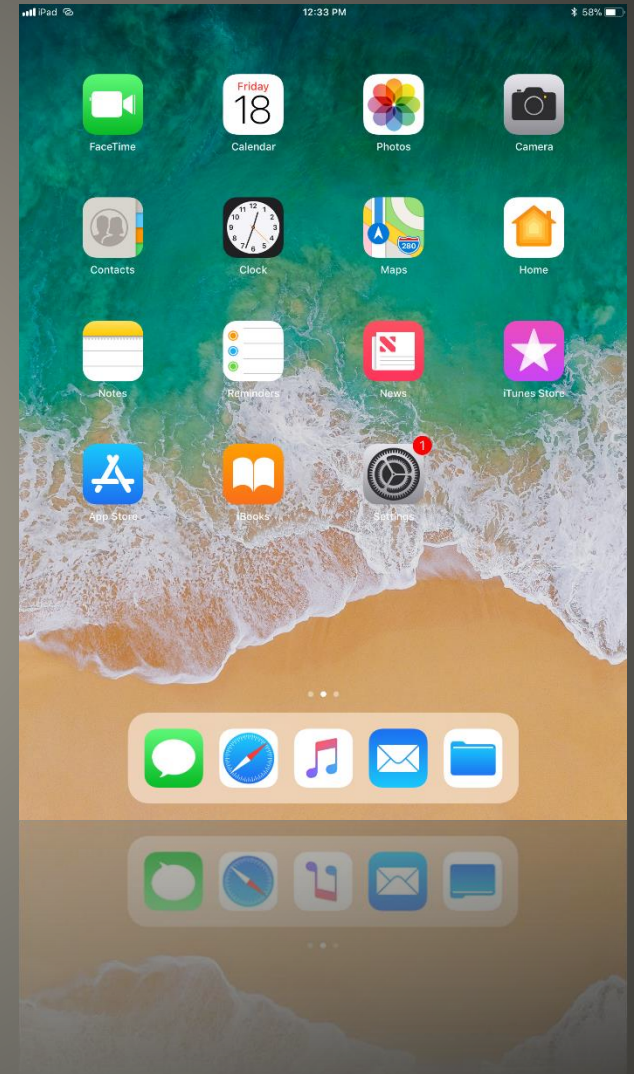
- Get Started
  - Select the Get Started button
  - This concludes the Setup Wizard, and we'll continue to the Home Screen.



# iPad Setup Wizard

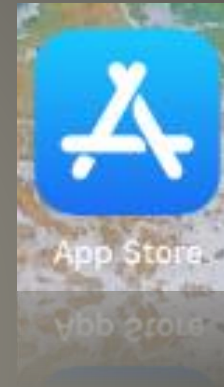


- The iPad home screen:
  - The home button takes you here
  - Shows application icons
  - Webclips (internet links)
  - Can be organized based on user preference
    - Icons can be rearranged
    - Icons can be consolidated into folders



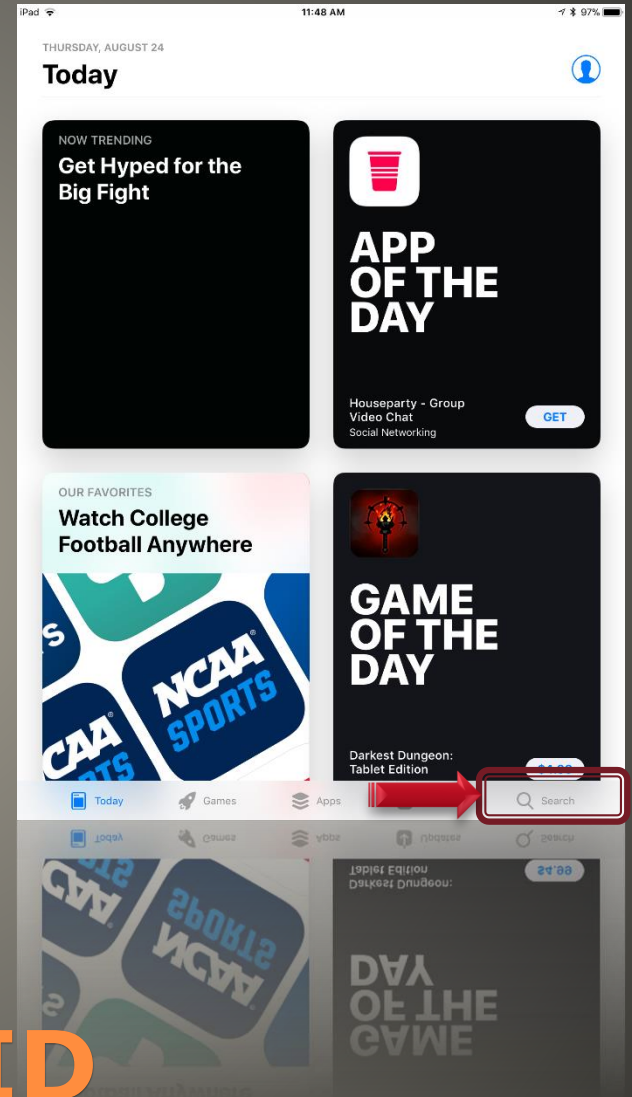
## The Home Screen

- Apple ID Creation
  - From the Home Screen, select the App Store icon



## Creating an Apple ID

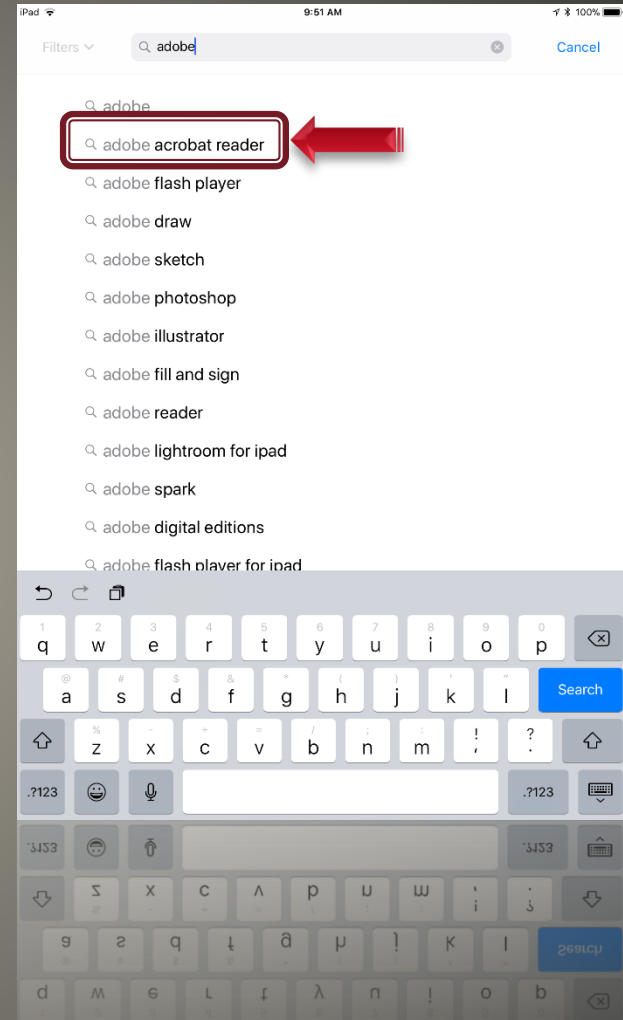
- The App Store
  - Select the Search option on the lower right corner of the store.



# Creating an Apple ID

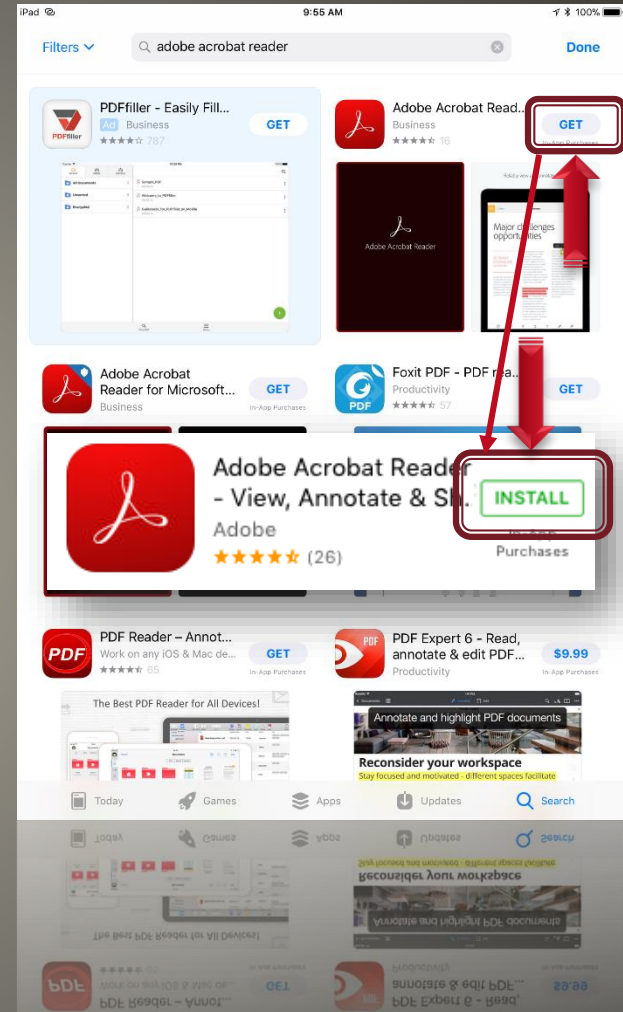


- The App Store
  - Start typing adobe in the search bar.
  - Select the adobe reader entry when it is available.



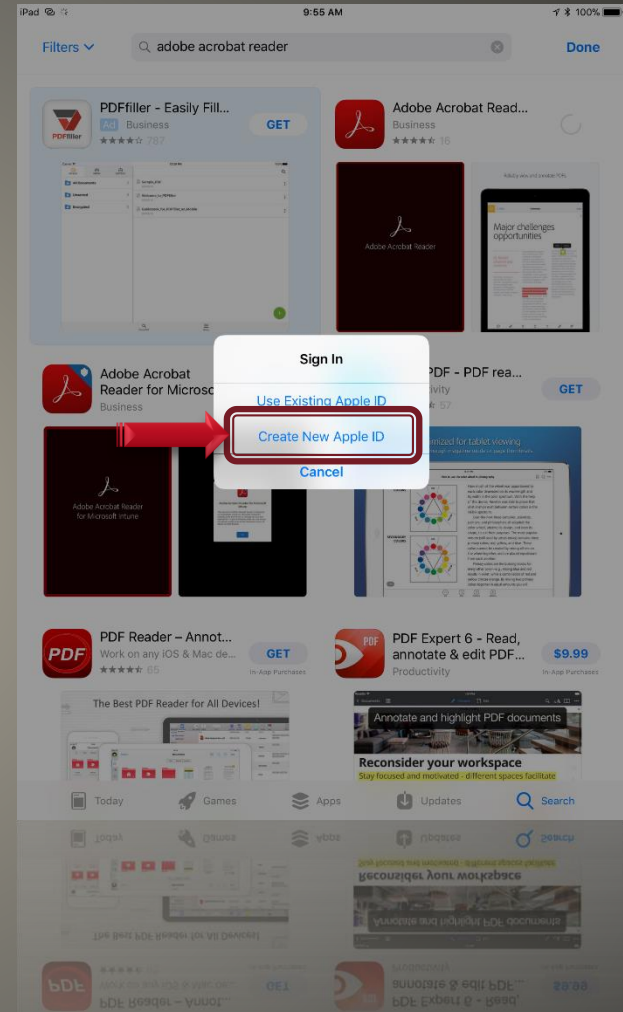
# Creating an Apple ID

- Get Adobe Reader
  - Select the Get button
  - It will change to an Install button, tap on Install
  - Note that some apps may be advertised listings. These will be shown with a light blue background and a notation that it's an advertisement.



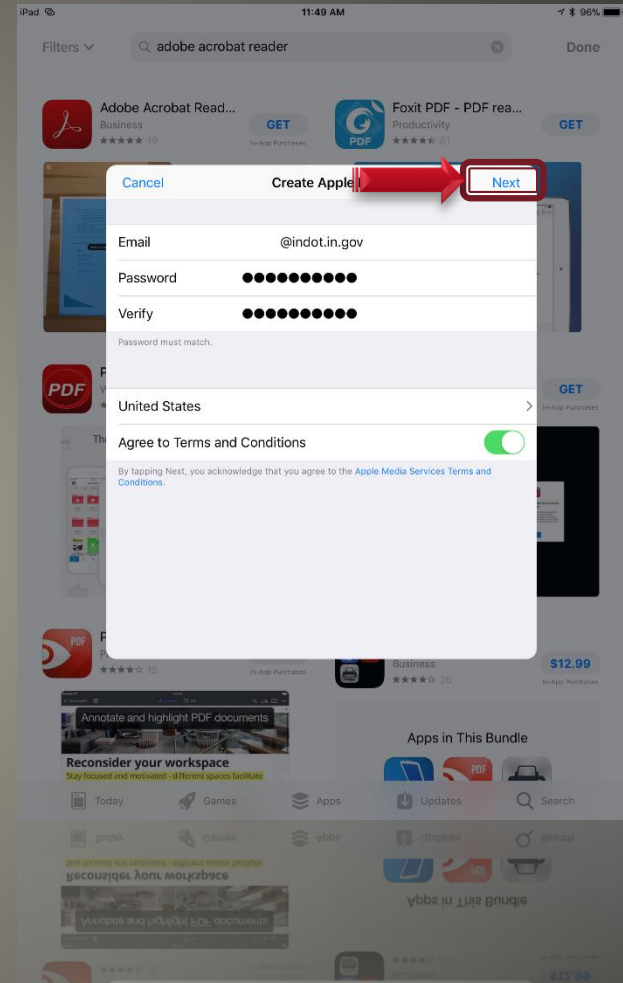
# Creating an Apple ID

- Apple ID Sign In
  - You'll be prompted to use an existing or create an Apple ID.
  - Select Create New Apple ID if you don't have one setup for your @indot.in.gov email address.



# Creating an Apple ID

- Create Apple ID
  - Enter your @indot.in.gov email, and desired password.
  - Make sure the Agree to Terms and Conditions toggle is set as shown.
  - Select Next



# Creating an Apple ID

- Apple ID Creation
  - Enter all fields required.
  - Make sure your password meets the Apple requirements
    - 8 characters
    - 1 number
    - 1 uppercase letter
    - 1 lowercase letter
    - no spaces
    - Characters cannot repeat 3 times
    - You cannot use your Apple ID

Cancel Create Apple ID Next

PERSONAL INFORMATION

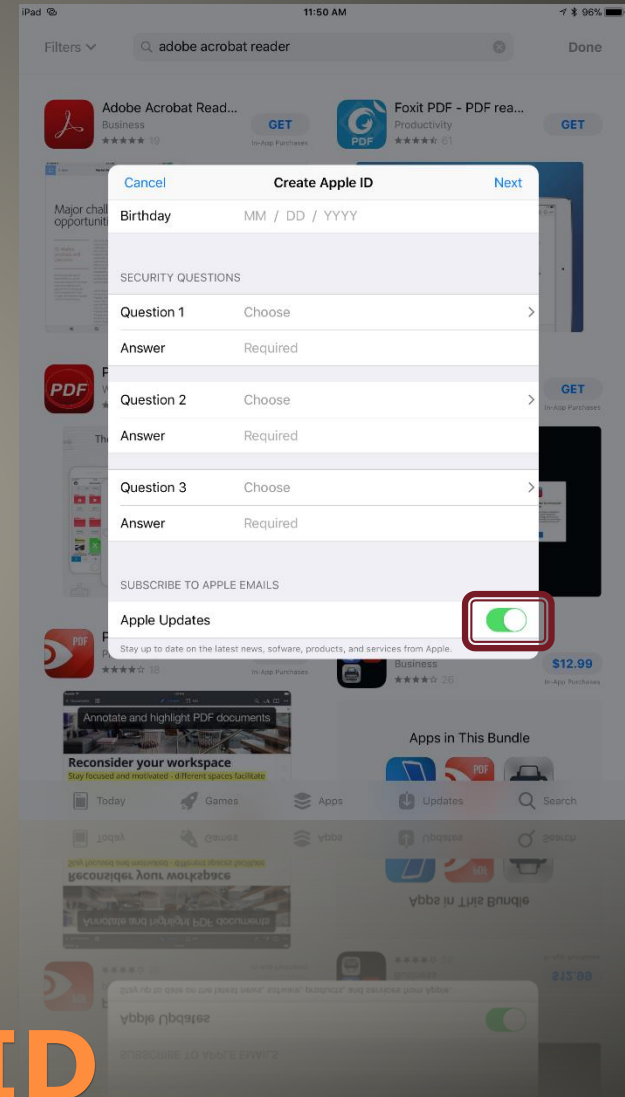
Title	Title
First Name	Required
Last Name	Required
Birthday	MM / DD / YYYY

SECURITY QUESTIONS

Question 1	Choose	>
Answer	Required	
Question 2	Choose	>
Answer	Required	
Question 3	Choose	>

# Creating an Apple ID

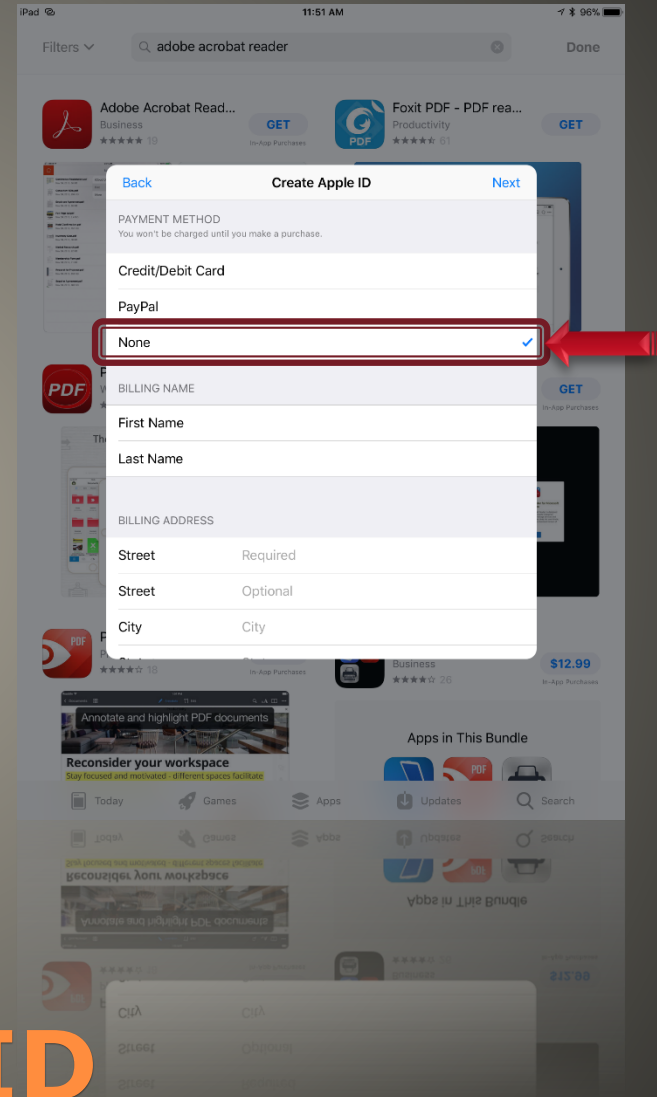
- Apple ID Creation
  - Disable the slider for Apple Updates.



# Creating an Apple ID

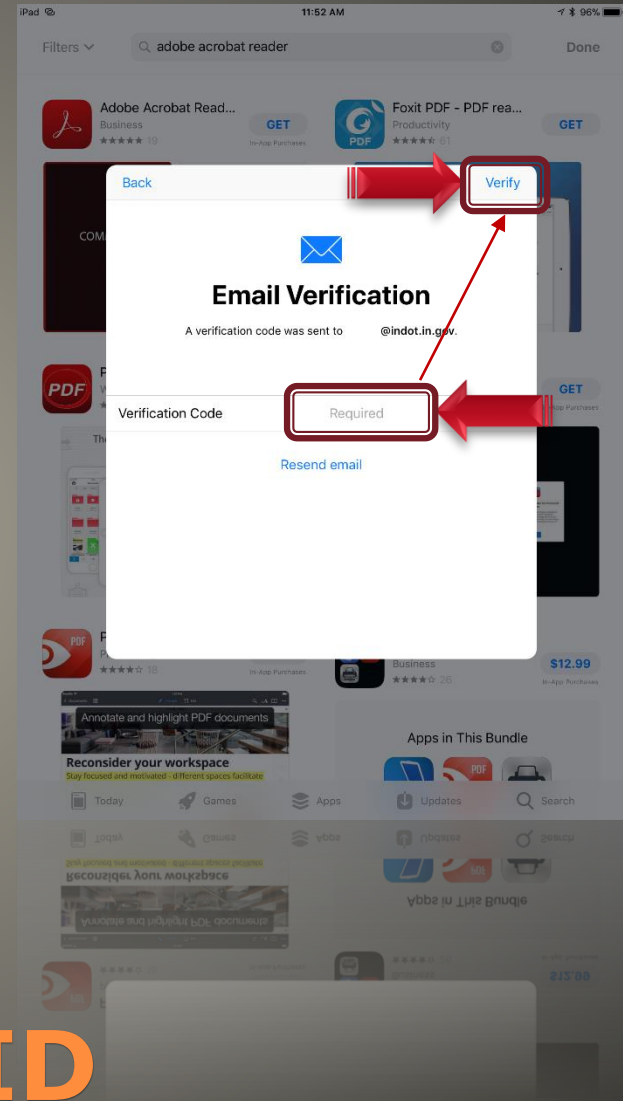


- Billing Information
  - By downloading Adobe Reader first, you have the option to set None as your billing method. Select this option.
  - Continue filling out the required information.
  - Do **NOT** enter in an emergency email address.



# Creating an Apple ID

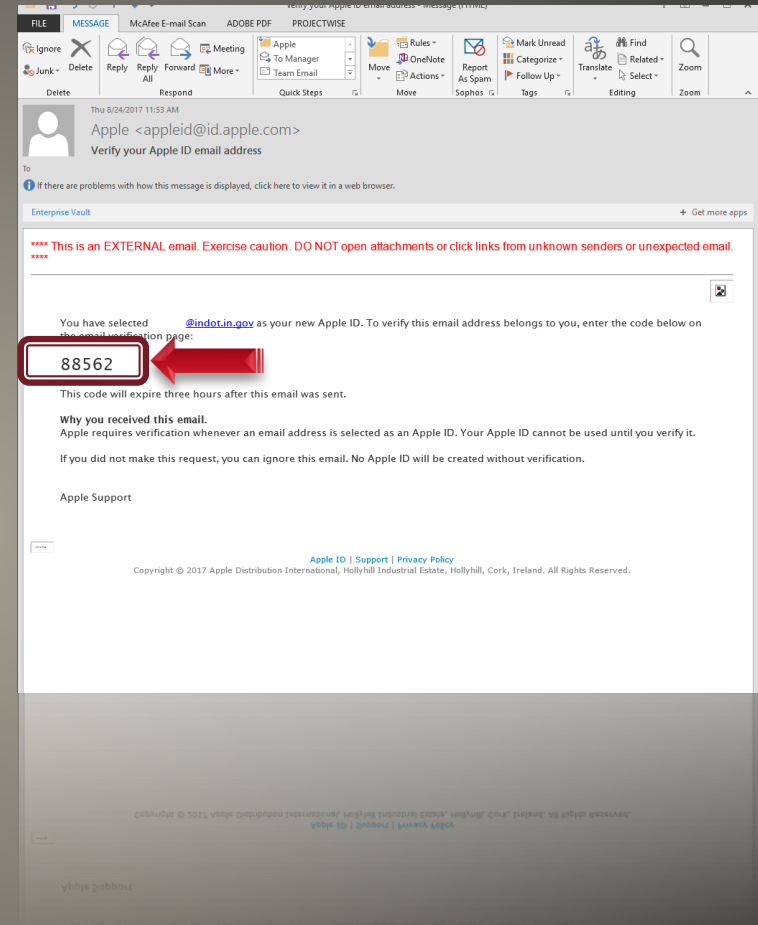
- Apple ID Verification
  - Upon completion, a verification email will be sent to your @indot.in.gov email.
  - Check your email on another device and enter the verification code you receive.
  - Select Verify to continue.



# Creating an Apple ID

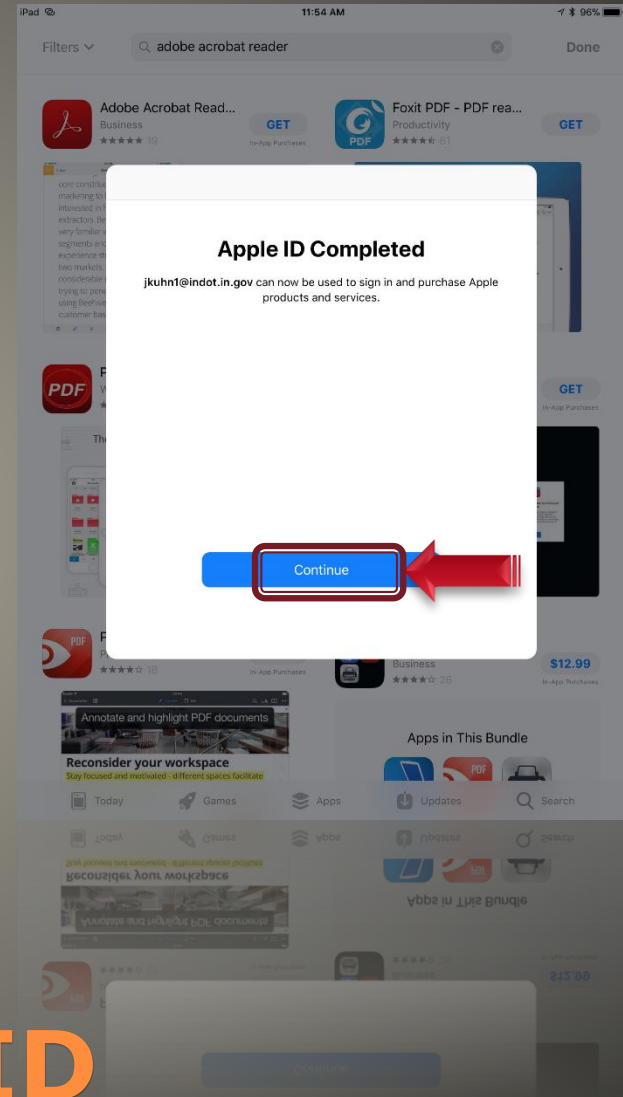


- ID Verification Email
  - From a PC connected to the internet, navigate to the State of Indiana Webmail <https://outlook.office365.com/> and login to your account.
  - Alternatively, you can login to a local PC and use your Outlook account if available.
  - Locate the verification code and enter it in the field shown in the previous slide.



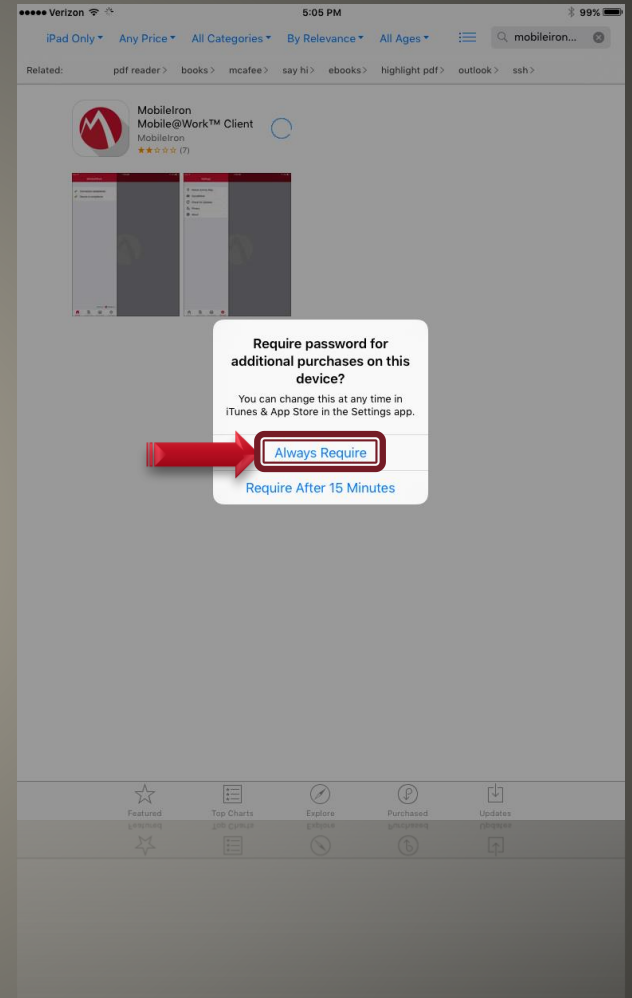
# Apple ID Verification

- Apple ID Verification
  - After verifying your code, your Apple ID has been setup.
  - Select Continue to proceed.



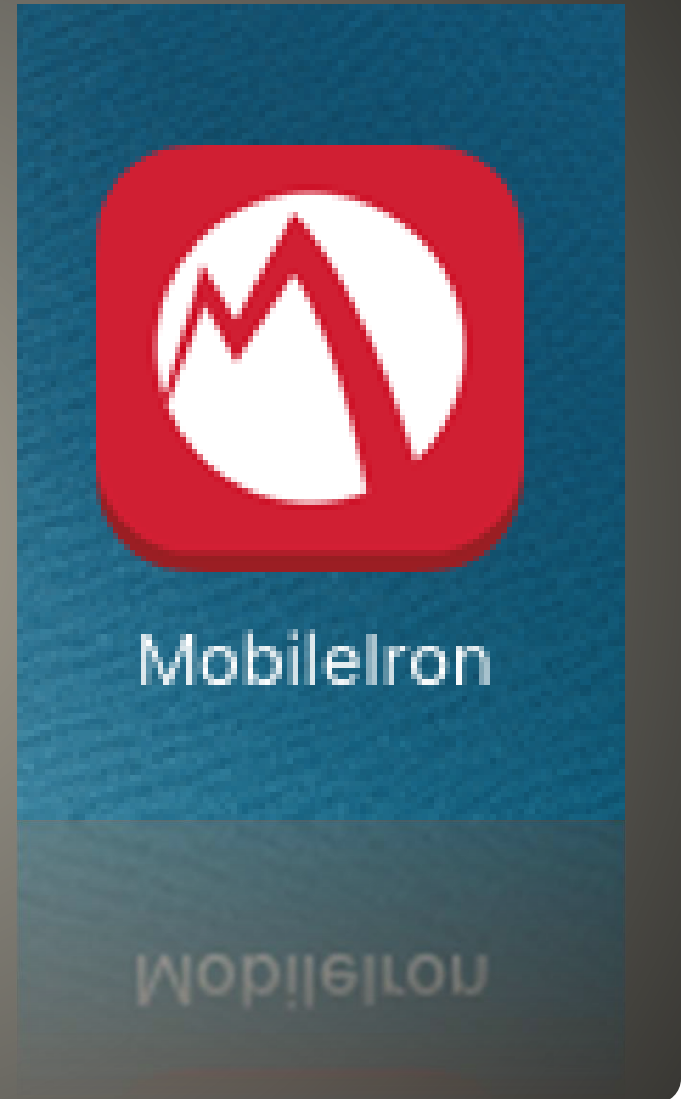
# Creating an Apple ID

- App Store and Passwords
  - The App Store can store your password, however this could lead to unwanted downloads.
  - Select the Always Require option.



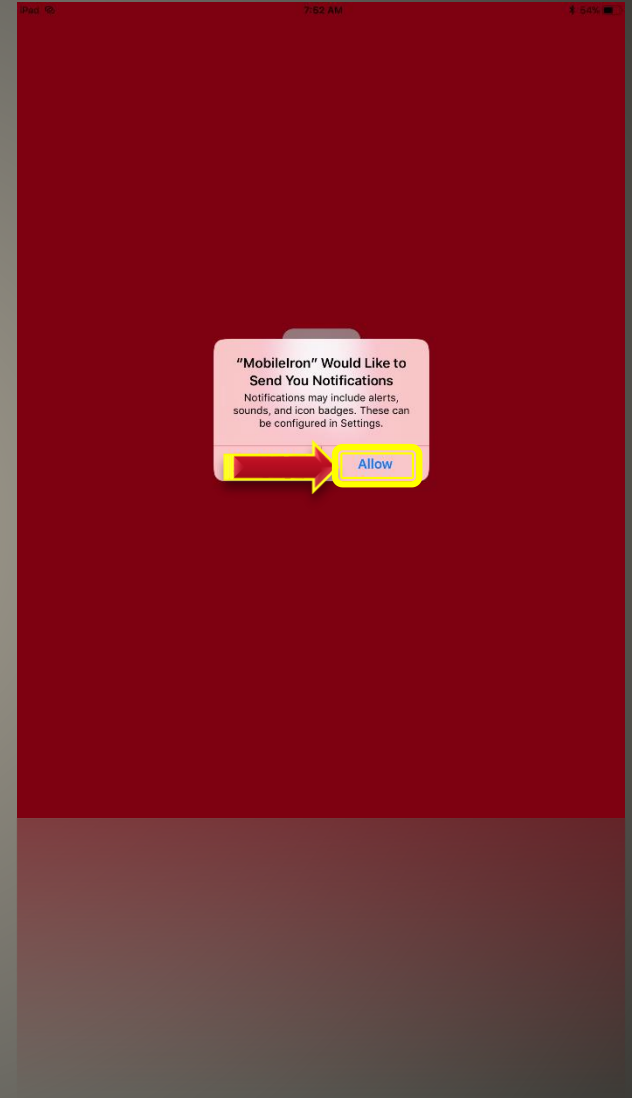
# The App Store & Passwords

- MobileIron
  - Enrollment is now handled through a separate IOT supported process. Please review the enrollment documents at <http://www.in.gov/iot/2605.htm>
  - Follow the processes outlined for iPhone State Owned Devices. These instruction also apply to iPads



**MobileIron**

- MobileIron Setup
  - MobileIron now configures and downloads itself.
  - When downloaded, open the MobileIron app, you'll be prompted to allow Notifications. These are required for correct operation of the application.
  - Select OK.



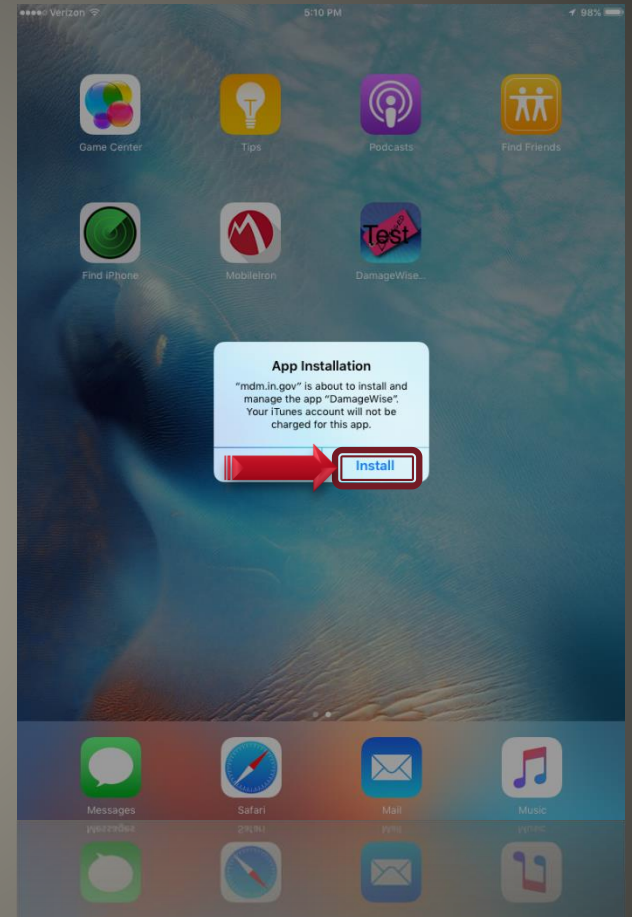
# MobileIron

- Location Services
  - After connecting MobileIron, you will be prompted to allow location access.
  - Select the Always Allow button.



# MobileIron

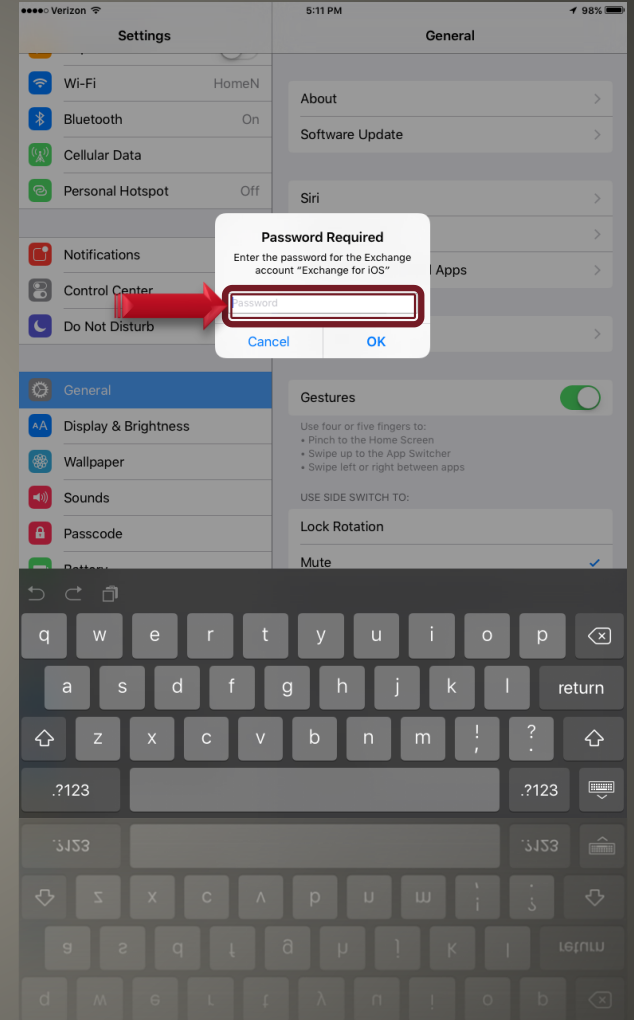
- **Preset Apps**
  - Depending on your account setup, you will be prompted to automatically download Apps, select Install for those you need/want.



# Automatic App Installs



- Exchange for iOS
  - Your email and calendar settings are automatically configured.
  - You need only enter your network (LAN, Citrix, Webmail, Peoplesoft) password when prompted.
  - It may take 10 to 15 minutes for your inbox to load.



# Email/Calendar Setup

- This concludes your iPad setup.  
Additional resources can be found at:
- <http://www.in.gov/indot/div/mobile/>

**More information**